



MILIEU

Cultural Competency & Diversity Report
Cultural Competency & Diversity Plan
2015-2016

Introduction

Milieu reviews and revises the Cultural Competency and Diversity Plan annually. Milieu looks at trends within the agency and community to determine the needs of the organization, individuals served, and our stakeholders. The plan demonstrates an awareness of, respect for, and attention to the diversity of the people we serve, families, personnel, caregivers, volunteers, and a variety of community members. Cultural planning is based on consideration of; culture, religion, gender, sexual orientation, age, spiritual beliefs, socioeconomic status, and language.

Vision

Milieu recognizes that the proper use of Cultural Competency and Diversity planning will assist the organization in improving the delivery of services to participants and families. It is our vision that all stakeholders are respected and their diversity celebrated.

Purpose and Objectives of Cultural Competency and Diversity Planning

- Address how Milieu responds to the diversity of its stakeholders.
- Address how knowledge, skills and behaviours will enable personnel to work effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values and practices within and between cultures.
- Identify ways to improve the delivery of services and operations to ensure the organization is responsive to stakeholder's cultural and diverse needs.
- Identify training needs.
- Identify how to support individuals, staff, volunteers, and families with specific cultural or diverse requirements.
- Identify financial resource requirements and staff development strategies so the plan is sustainable.
- Develop an action plan identifying timelines and responsibilities.

Responsibility

The Executive Director delegates the responsibility for cultural competency and diversity planning to the Quality Assurance Coordinator and Regional Coordinators. The Senior Management is responsible for development, implementation and monitoring. Cultural Competencies are given out in August and January.

Elements of the Cultural Competency and Diversity Planning Process

1. Ongoing assessments of the organization awareness and knowledge of diversity of the organization's stakeholders, internal and external. This is done through annual competency training.
2. Ongoing assessment of current policies, procedures and practices that demonstrate the organizations.

3. Developing recommendations and action plans to address areas that require improvement (documented in the HR OMR).
4. Implementing the action plan as outlined the HR OMR.
5. Quality Assurance and HR conduct an ongoing review of the action, and update and modify as needed.
6. Annually assess the plan's success and results (documented in the HR OMR).
7. Review the Cultural Competency and Diversity Plan annually.

Cultural Report

The Human Resources (HR) Committee decides which cultural diversity trainings to focus on by looking at a number of items including: Individual Service demographics, Staff surveys, feedback from staff meetings, and noted trends within each community that individuals live in. The HR Committee examines the information in order to develop the Cultural Competencies for the year. From this information, it was decided that the focus would be on First Nations and LGBTQ Cultures.

The Agency implements Cultural Diversity Competency trainings semi-annually. The cultural training is determined and based on the demographics of the individuals served and the staffing teams. Train is facilitated to the staffing teams through monthly staff meetings. During these meetings, a comprehensive training worksheet is handed out describing the historical and present day information that encompasses information regarding a specific culture. Staff completes a competency test following the training which is marked and analyzed to identify trends that the Agency can focus on if needed.

There was an event held showcasing the film *"Walking the Red Road"* The Red Road is a modern, English-language concept of the right path of life, as inspired by some of the beliefs found in a variety of First Nations spiritual teachings. First Nations spiritual teachings are diverse. While some peoples share common elements in their beliefs, the cultures are highly individualized. The ceremonies and many of the beliefs are unique to the people of these diverse bands, tribes and nations. This year, the results showed that staff found the First Nations Competency to be very informative and there was an average score of 100%. The competency opened up a dialogue within the agency as a large portion of the youth that we support are of First Nations culture. Staff reported they were happy to have additional knowledge that they could utilize within their day to day work in supporting person served.

2015-2016 was a big year for controversy in the media around gender neutrality in the schools. Many opinions were shared through the media around rights of the LGBTQ+ community and those of binary identification. Staff found the LGBTQ+ Competency very interesting and relevant. The results from the competencies showed that there was an average score of 100%. The competency created a space for there to be dialogue about the LGBTQ+ community which is particularly relevant within our youth services. Additionally, our Management Team will be receiving a comprehensive LGBTQ+ training in April 2016.

Cultural Plan 2016-2017

When analyzing a number of items including: individuals served demographics, staff surveys, feedback from staff meetings, and noted trends within each community that individuals live in from 2015-2016, the data has shown that Milieu supports a group of people who are homeless or face homelessness. It is important that the agency foster this diverse group to develop understanding of how to prevent homelessness and how to support people to find and maintain homes. We must consider that persons receiving service have come from various backgrounds ranging from institutionalized living to inclusive education and community living. This societal shift plays a big part on how services may be delivered to a person served. There is also the reality that many employees in this field work 2 or more jobs and are providing for a family. They may be on the fringe of becoming homeless. The Agency will be delivering a Homelessness Competency.

Since Fall 2015, Canada has welcomed over 27,000 Refugees from Syria. Canadians across the country have provided support to help these newcomers settle. Resettling Refugees is a proud and important part of Canada's humanitarian tradition. Milieu has taken an active interest in welcoming Syrian Refugees, as some of these newcomers represent an untapped source of potential workers and person served. The agency will be delivering a competency on Refugees.